Gift a perspective to diagrams

The newly designed perspective feature with cognitive DSRP (Distinction, System, Relationship, Perspective) theory empowers users to better empathize with others by allowing one to see different point of views.





Since the Perspective-taking feature is a novel concept, there were significant usability issues. The users could not comprehend the definition of "perspective" when creating/labeling a point of view, and the key UI for Perspective-taking feature was confusing.



Redesign the Perspective-taking feature to be intuitive for users so that they can organize, empathize, & share point of views more visually and efficiently.



Cognitive Walk-Through & Heurisitic Evaluation



Conducting cognitive walkthroughs by creating 4 different diagrams, analyzing with the Neilsen's heuristic evaluation to seek out current usability issues, and familiarizing ourselves with Plectica.





Conducting 6 sets of drawing-diagram activities, interviews, and usability tests of the current Plectica platform to evaluate usability issues on the Perspective-Taking feature and understand the users' mental model of diagramming.

UR **Concept Redesign** Testing



Based on the previous testing results, we built out 4 paper prototype concepts from divergent design ideas and walk-through each design with 7 participants to understand the general preferences.



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Based on the concept testing result, we built an interactive prototype and tested it with 6 participants to verify whether we have solved the current usability problems and explored other ideas to refine the design.



 $Q = Problem \oplus = Solution$

Intuitiveness – Drag & Drop



- 4 out of 6 participants tried to drag & drop to create a card with a label. This feature was not supported.
- The new feature supports drag & drop feature to create a label card from the legend.

Efficiency – Multi Assigning



Visibility – Filter Cards



Asuka Takano Jamie Byun Garrett Mar Melody Yu hbyun2@uw.edu yuching3@uw.edu atakano@uw.edu marg4uw.edu

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